



3312^{Q&As}

Avaya Aura Contact Center Administration Exam

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QUESTION 1

Given the following namespace: mycustomer.com | en_us | ad_hoc_messages | music_on_hold | out_of_hours To enable in-queue announcements to be played, into which content group would the prompts be uploaded?

- A. out_of_hours
- B. music_on_hold
- C. ad_hoc_messages
- D. en_us

Correct Answer: D

QUESTION 2

A customer with Avaya Aura Contact Center has created a loop in a script application with the following parameters:

1.
While the caller is in the loop, the customer wants an announcement to play every thirty seconds, and the queued status of the call and the In-service status of the skillset must be evaluated
2.
If the call is not queued, and if the skillset is out of service, the call will be sent to an out of service announcement
3.
If the call is not queued and the skillset is in service. It must be re-queued.

What is the proper script syntax to accomplish this requirement?

A. Section wait_loop IF NOT QUEUED THEN IF OUT OF SERVICE SKILLSET automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_busy_ran_gv WAIT 30

EXECTUTE wait_loop

B. Section wait_loop IF NOT QUEUED THEN IF NOT OUT OF SERVICE automotive THEN QUEUE TO SKILLSET automotive WAIT 2 ELSE GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_busy_ran_gv WAIT 30 EXECTUTE wait_loop

C. Section wait_loop IF QUEUED AND IF OUT OF SERVICE automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_busy_ran_gv WAIT 30 EXECTUTE wait_loop

D. Section wait_loop IF NOT QUEUED AND IF NOT OUT OF SERVICE SKILLSET automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_ran_gv WAIT 30 EXECUE wait_loop

Correct Answer: B



QUESTION 3

A customer wants to measure the system-wide Contact Center traffic, not just traffic on an individual skillset or application basis.

Which category of intrinsic would provide this information?

- A. Open Queue
- B. Traffic
- C. Call
- D. Time

Correct Answer: D

QUESTION 4

A customer with Avaya Aura Contact Center wants to see in a report the percentage of calls being answered in the automotive skillset in 20 seconds or less. What would need to be programmed to obtain this data?

- A. Create an application threshold class, set the Level 1 %Service_Level_S Threshold to 20, the Level 2 %Service_Level_S threshold to 30, and assign the threshold class to the automotive ski 11 set.
- B. Create a skillset threshold class, set the Level 1 %Service_Level_S Threshold to 10, the Level 2 %Service_Level_S Threshold to 20 and assign the threshold class to the automotive skillset.
- C. Create an application threshold class, set the Level 1 Service Level Threshold to 20, and assign the threshold class to the automotive skillset.
- D. Create a skillset threshold class, set the Level 1 Service Level Threshold to 20, and assign the threshold class to the automotive skillset.

Correct Answer: D

QUESTION 5

Some variables can have a list or range of values instead of only a single value. On creation of these global variables the class type set is selected. Which three variables types support this class type? (Choose three.)

- A. Skillset
- B. Music
- C. Agent Identification (Agent_ID)
- D. Day
- E. Integer

Correct Answer: ADE



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